

ABSTRACT

The present solution to the medical triage problem is computer automated telephone triage system that gives customized medical advice to patients of doctors who have registered with the service. There are two main modes of operation: a nurse-assisted mode, and a fully-automated mode. In the nurse-assisted system, a person desiring medical information calls the triage system and is connected to a nurse. The nurse asks a few questions and determines the caller's doctor, main symptom, and whether a high-risk medical condition exists. If there exists a serious condition then the nurse give appropriate instructions according to a triage protocol, Otherwise, the nurse connects the caller to the VoiceTriage program. This program plays back an audio message recorded by the caller's doctor giving the caller specific medical instructions to treat the caller's symptom. The fully-automated mode replaces the nurse-caller interaction with a computer-caller one. A main object of the present invention is to provide a patient with medical advice of his own doctor, in doctor's own voice to minimize confusion, increase quality of service and increase patient satisfaction with a triage systems and medical answering services.